



## ANNUAL REPORT ON THE CITY'S GENERAL LIABILITY CLAIMS

Finance Department  
Risk Management Division

Finance Committee  
September 14, 2016

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## Overview

- Annual report on the City's General Liability claims activities and costs through June 30, 2016.
- The City currently has 246 open/outstanding claims.
- During FY 2015/16 the City received a total of 782 new claims or calls for service.

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## Updated Notices to Claimants



Office of the  
City Clerk

July 22, 2016

Claimant Name/Attorney Name  
Address 1  
Address 2

Re: Claim of: Claimant Name  
Date of Loss: 00/00/0000  
Claim No.: 00-00-00  
Your Claim No.: 000000

### NOTICE OF CLAIM REJECTION

Dear Claimant:

We received and investigated your claim presented to the City Clerk on (insert date). Unfortunately, your claim was rejected on July 22, 2016. In accordance with California Government Code Section 913, we are required to present the following language as part of the rejection notice:

#### ATTENTION

Subject to certain exceptions, you have only 30 (thirty) months from the date this notice was personally delivered or deposited in the mail to file a court action on this claim. See Government Code Section 914.4. This time limitation does not apply to the filing of federal claims of action, which may have shorter time limitations.

You may seek the advice of an attorney of your choice in connection with this matter. If you desire to consult an attorney, you should do so immediately.

We are unable to detail the specific reasons for the rejection via this correspondence. We recognize that you may have questions as to the nature of the rejection. Please contact the Risk Management Division at (951) 826-5896 with such questions, or for additional information.

Sincerely,

COURTNEY J. NICOL, AMT  
City Clerk

3000 Main Street, Suite 200, Riverside, CA 92502 | Phone: (951) 826-5896 | [RiversideCA.gov](http://RiversideCA.gov)

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- All notices to claimants were recently updated.
- Notices now include contact information to the City's Risk Management Division.

## Claims Informational Postcard

### Filing a claim with the City of Riverside

If you believe you may have a claim against the City of Riverside, please begin by calling (951) 826-5311 or download a claim form from the City's website at [www.riversideca.gov/claims](http://www.riversideca.gov/claims)

Claim forms are also available at the following locations: Fire Stations, Police Stations, Libraries and Community Centers.

Once your claim is filed, the City will assign a claim number and if at any point you have questions about your claim, please call us at (951) 826-5896.

Your claim will be reviewed according to City policy. Please note that not every claim will be approved. You will be notified by mail of the City's decision within 45 days of the City's receipt of the claim.

Thank you –  
City of Riverside  
Risk Management



- To be carried in all City vehicles & distributed by City employees when an incident occurs.
- English on one side of the card/  
Spanish on the other side.

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## Claims Acknowledgement Postcard



City of Arts & Innovation

Dear \_\_\_\_\_,

Thank you for your recent contact with the City Clerk's Office.

Your claim for damages was received in the City Clerk's Office on \_\_\_\_\_, assigned the above claim number, and forwarded to the Risk Management Division for handling. The claim will be reviewed according to City policy and notification of the City's decision will be mailed within 45 days.

For further information on the status of your claim, please contact the Risk Management Division at 951-826-5896.

Thank you,

COLLEEN J. NICCOLI MMC  
City Clerk

Date: \_\_\_\_\_

Claim #: \_\_\_\_\_

- Distributed by the City Clerk's Office when a new claim is submitted; provides contact information to the City's RM division.
- Provided for ALL claims; walk-ins and mailed-in.

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## Open Claims Reports

Open claim reports are reviewed by:

- Department Directors on a monthly basis;
- City Manager, Assistant City Managers and City Attorney on a quarterly basis;
- Finance Committee/City Council annually.

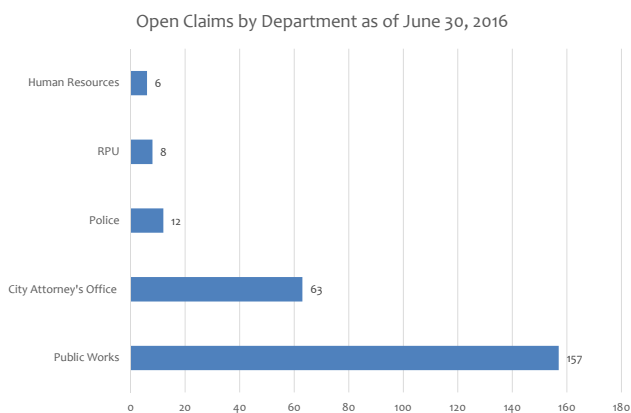
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## Open Claims

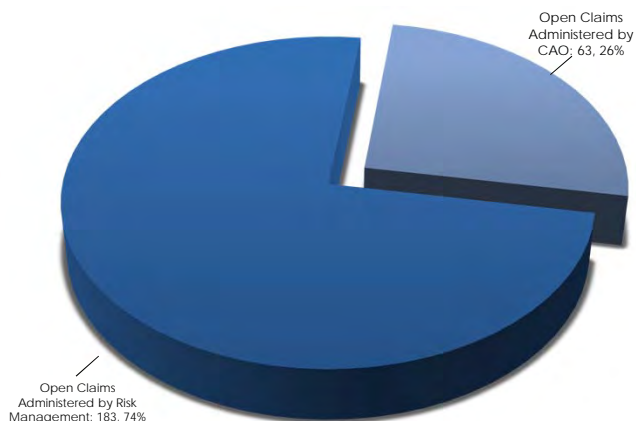
- Of the 246 outstanding claims, 157 claims correspond to the Public Works Dept.
- At least 102 of these claims are related to City trees.
- The Public Works Dept. continues to incur a significant number of liability claims mostly due to the Shamel Ash tree.



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## CAO Involvement



- Of the 246 currently outstanding claims, 63 claims are being actively administered by the CAO.
- CAO has full control of Claims with ongoing litigation.

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## Outside Legal Council & Litigation Costs

- The City retains outside legal counsel as applicable and required by the City Attorney's Office; selection of outside legal counsel is conducted by the City Attorney's Office.
- Legal fees and costs dating July 1, 2015 through June 30, 2016 totaled \$1,125,415 – significant reduction from the \$2-3 million annual spending in the prior three years, thanks to the City Attorney's efforts to keep matters in house.



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## Fiscal Year 2015/2016 Claims Activity

- During FY 15/16 we received 782 new claims / calls for service.
- Property damage is the leading source of claims.

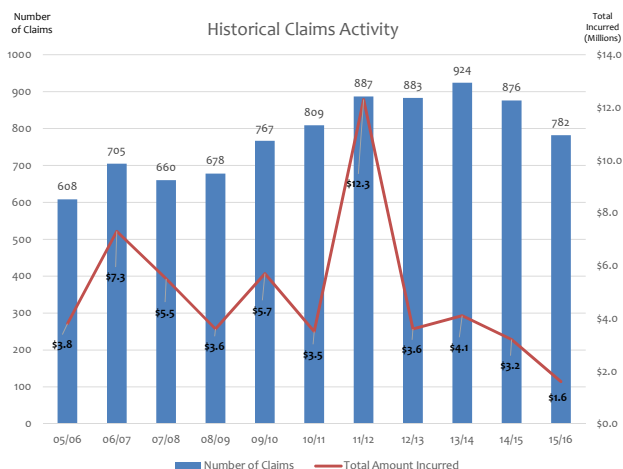
	CLAIM COUNT	% OF ALL CLAIMS	TOTAL AMOUNT INCURRED	% OF AMOUNT INCURRED
LIABILITY PROPERTY DAMAGE	704	90.03%	\$1,182,076.76	72.52%
AUTO PROPERTY DAMAGE	42	5.37%	\$67,880.37	4.16%
LIABILITY BODILY INJURY	17	2.17%	\$100,580.00	6.17%
AUTO BODILY INJURY	7	0.90%	\$29,427.00	1.81%
EMPLOYMENT PRACTICES	7	0.90%	\$210,000.00	12.88%
LIABILITY PERSONAL INJURY	5	0.64%	\$40,000.00	2.45%
TOTALS	782	100%	\$1,629,964.13	100%



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## Historical Claims Activity



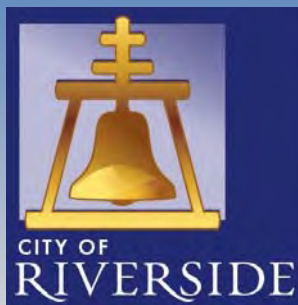
- During this 11-year period we received 8,579 claims / calls for service, with an average of 779 claims / calls for service per year.
- During the same time period the total amount incurred was \$54.3 Million with an average of \$4.9 Million per fiscal year.

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## Questions...



City of Arts & Innovation